



North Dakota



STATE OF NORTH DAKOTA
WORKFORCE INVESTMENT ACT
ANNUAL REPORT



July 2001 – June 2002



The implementation of the Workforce Investment Act of 1998 (WIA) was welcomed by the State of North Dakota on July 1, 2000. Although the first year was a year of transition, North Dakota was one of twelve states to qualify for an incentive grant. This demonstrated North Dakota's ability to be a successful partner in the national *CareerOneStop* system. Activities during Program Year 2001 (July 2001-June 2002) continued to focus on a local approach in the delivery of services and development of North Dakota's One-Stop Career Center system.

North Dakota's One-Stop Career Center System

The state of North Dakota is a single local area under the Workforce Investment Act. The North Dakota Workforce Development Council serves as the state workforce investment board and the local workforce investment board as outlined in WIA. Job Service North Dakota is the state and local administrative entity who provides services under Title IB, which serves adults, dislocated workers, and youth.

Job Service North Dakota is the designated One-Stop center operator in North Dakota. Employment and training services are provided through a One-Stop Career Center system, which includes many entities working in partnership.

The system provides a network of resources that connect customers with employment, education, and training services. Job Service North Dakota has twelve Customer Service offices, several college campus locations, four Native American reservation offices, and job information sites in many rural locations across the state. In addition, Job Service North Dakota maintains a dynamic web presence. Customers benefit from addressing workforce services through a customer-friendly, self-service system with the assistance of trained professional staff members.

Funding streams for One-Stop Career Center services include:

- Workforce Investment Act Title I:
 - ◆ Adults
 - ◆ Dislocated Workers
 - ◆ Youth
- Wagner-Peyser
- Unemployment Insurance
- Job Opportunities and Basic Skills (JOBS)
- Welfare-to-Work
- Labor Market Information (LMI)
- Veterans
- Trade Adjustment Assistance/North American Free Trade Act (TAA/NAFTA)
- Senior Community Service Employment Program (SCSEP)

Select cover photos are courtesy of Garry D. Redmann, North Dakota Department of Transportation.

One-Stop Career Center system partners' funding sources include:

- Other WIA Title IB programs
- Adult Education and Literacy activities
- Vocational Rehabilitation
- Community Services Block Grant activities
- Department of Housing and Urban Development activities
- Post-secondary Vocational Education activities under the Carl D. Perkins Vocational and Applied Technology Act
- Experience Works and American Association of Retired Persons (AARP) activities under the Senior Community Service Employment Program (SCSEP)

Program costs are based on the fair share allocation as determined by the State Memorandum of Understanding (MOU).

In the One-Stop Career system, North Dakota capitalizes on strengths each partner brings to the system while reducing or eliminating duplication of products and services. Simplicity in structure with defined roles and responsibilities of all partners allow case managers and providers to deliver the services necessary for North Dakota's growth and competitive edge. The One-Stop Career Centers are a major component of the system.

The Wagner-Peyser and Unemployment Insurance programs are fully integrated within Job Service North Dakota. Both programs are integral components of the One-Stop Career Center system. Internet access to Job Service North Dakota www.jobsnd.com and *CareerOneStop* www.careeronestop.org is available at the One-Stop Career Centers. Well trained One-Stop Career Center staff members ensure customers receive the right mix of services to meet their needs.

Information on programs and services is provided through the Internet as a self-directed service, with one-on-one assistance available from One-Stop Career Center staff members, if needed. A web-based system of information sharing has been developed. Through this system, the Customer Resource Information System for North Dakotans, <http://crisnd.com>, the customers can access information regarding programs and services. It includes a description of the program and service, eligibility criteria, application procedures, referral process, and contact information. One-Stop partners are responsible for updating information on their programs and services. This system provides partners and staff of the One-Stop Career system online access to viewing program and service requirements. This enables staff members and customers to have the most current information for determining the appropriate mix of services for individual career planning decisions.

Program Services, Cost Benefit and Evaluation

Service to Adults and Dislocated Workers

A customer-focused approach including an initial assessment of skill levels, abilities, and support service needs for each individual is available through the One-Stop Career Centers. This approach is used to determine the needs of various population groups such as:

- Individuals with a disability
- Dislocated workers
- Displaced homemakers
- Individuals with multiple barriers to employment
- Low-income individuals
- Migrants and seasonal farm workers
- Minorities
- Older individuals
- Veterans

The full range of core, intensive, and training services may be available to adult participants based on the results of ongoing assessment of needs. Funds provide support, employment/employability assistance, and training to eligible participants. A priority of service is offered to economically disadvantaged individuals seeking and unable to locate employment leading to self-sufficiency.

The full range of core, intensive and training services may be available to dislocated workers, based on the results of ongoing assessment needs. Funds provide support, employment/employability assistance, and training to eligible participants. Individuals qualifying for eligibility may include those who have been laid off, notified of layoff or terminated, displaced homemakers and self-employed individuals who for various reasons are unable to sustain the business.

The One-Stop Career Center services provided to adults and dislocated workers follow a three-tiered approach to service delivery:

Core Services (Tier One): Determination of eligibility for services, intake and orientation services, assessment of skills, job search to include placement and career counseling, labor market information, program and program performance information, information on support services, information on completing Unemployment Insurance forms, eligibility determination for Welfare-to-Work Program (WtW), and follow-up services.

Intensive Services (Tier Two): Available for unemployed individuals who have completed core services but are unable to attain self sufficiency or those employed but need assistance in order to reach a sustainable wage. Services include: comprehensive and specialized assessment, individual employment planning,

group counseling, individual and career counseling, case management for training services, short-term vocational services, and basic skills training.

Individual Training (Tier Three): Available only to those who complete core and intensive services and are still unable to attain self sufficiency. Services may include: occupational training, customized instruction, cooperative education, employability training, and private sector upgrade and retraining.

Service to Youth

The One-Stop operator develops youth activities in accordance with recommendations of the Youth Development Council. Youth are assessed to determine the program activities that would best meet their needs. The One-Stop operator ensures that individual youth receive appropriate program elements as needed, whether provided by the operator or a service provider.

The Youth Development Council uses the following criteria along with WIA performance measures for identifying effective and ineffective youth activities provided by the One-Stop operator and the contracted service providers:

- Offer youth a comprehensive menu of program activities;
- Focus on the educational needs of youth, especially completion of high school or the equivalent;
- Provide youth exposure to the world of employment through appropriate work experience;
- Provide youth support in meeting career goals;
- Offer preparation for post-secondary education and employment;
- Offer linkages between academic and occupational learning;
- Focus on developmental needs of youth;
- Provide follow-up support; and
- Collect data to assess and evaluate effectiveness.

Within the program foundation are the concepts of improving educational achievement, preparing for and succeeding in employment, supporting youth, and offering services in an effort to develop the potential of young people as citizens and leaders. Funds provide support, employment/employability assistance, and training to eligible participants age fourteen to twenty-one.

Individuals qualifying for eligibility may include those who are economically disadvantaged. Individuals must also face a defined barrier to academic or employment success by demonstrating inclusion in one of the following categories:

- Deficient in basic literacy skills
- School dropout
- Homeless, runaway or foster child
- Pregnant or parenting

- Offender
- An individual who requires additional assistance to complete an educational program, or to secure and hold employment.

In addition, a minimum of thirty percent of Youth Program funds must be spent on out-of-school youth.

Level of Service

The level of services provided to customers, whether adults, dislocated workers or youth, is set based on the assessed needs, existing skills, and personal situation of the customer. Job Service North Dakota accounts for the cost categories required by WIA, not for the costs by activity.

Under the Adult and Dislocated Worker Programs, the comprehensive array of services provided (those described in core, intensive, and training services) correlate to the level of program expenditures for an individual. Each level of service results in additional expenditures.

As shown in Tables D and G, the performance results for adult and dislocated worker customers receiving only core and intensive services are similar to the performance results for adult and dislocated worker customers receiving training services. The exceptions include:

- **Adult Earnings Change in Six Months** – There is a significant difference in the Earnings Change in Six Months. Skills attained through participation in training services enable the customers to become employed at a higher skill level than prior to participation.
- **Dislocated Worker Entered Employment Rate** – Individuals who receive only core and intensive services have a higher Entered Employment Rate than those receiving training services. This fits with the WIA concept of providing services based on individual need. Those receiving only core and intensive services need only minimal assistance to become re-employed because they have the skills desired in the current job market. Individuals receiving training may find it more difficult to find employment because they do not have a demonstrated application of the new skills in the workplace.
- **Dislocated Worker Earnings Replacement Rate** - Customers receiving training services have a much higher Dislocated Worker Earnings Replacement Rate because their pre-participation wage levels were much lower than the pre-participation wage levels of customers receiving only core and intensive services. Skills attained through participation in training services, enabled these customers to become re-employed at a higher skill level.

The level of involvement in the ten Youth Program elements or activities correlates to the level of program expenditures for an individual. Although participation in each

activity cannot be evaluated separately, the level of services provided resulted in meeting one and exceeding six of the seven core performance measures of the Youth Program.

Adult, Dislocated Worker and Youth Program performance outcomes are summarized in Table O of this report.

Cost Benefit and Evaluation

The state of North Dakota is a single local area; therefore, no allocation method is needed for distribution of adult, dislocated worker and youth funds. All funds not reserved for statewide administration, activities, and rapid response are distributed to the single local area. The Governor reserves up to twenty-five percent for statewide rapid response activities.

North Dakota tracks and evaluates the cost of program activities relative to effect based on an individual's positive results for WIA performance measures. Outcomes reported are for the same periods used for the corresponding WIA performance measures. Cost per participant and cost per positive outcome is computed for the Adult, Dislocated Worker, and Youth Programs. The overall cost per participant served for all programs was \$1,836. This reflects a reduction of \$410 per participant from PY 2000. The overall cost per positive outcome for participants from all programs was \$5,553, an increase of \$837 from PY 2000.

The positive outcome tracked for the Adult and Dislocated Worker Programs was entered employment. For older youth, a positive outcome is to meet the criteria for a positive result in the entered employment rate, employment retention rate, and credential rate. For younger youth, a positive outcome is to meet the criteria for a positive result in the skills attainment rate, diploma or equivalent attainment rate, and retention rate. An individual youth may have more than one positive outcome. Each positive outcome enhances the youth's ability to achieve and sustain long-term employment. Statewide data for expenditures, cost per participant, and positive outcome is displayed in the following table.

Program	Program Expenditures	Total Served	Cost per Participant	Total Positive Outcomes	Cost per Positive Outcome
Adult	\$2,025,844	1,183	\$1,712	202	\$10,029
Dislocated Worker	\$803,629	571	\$1,407	136	\$5,909
Youth	\$2,440,682	1,116	\$2,187	611	\$3,995
TOTAL	\$5,270,155	2,870	\$1,836	949	\$5,553

Another measure of positive outcome for Adult, Dislocated Worker and Youth Program participants is the level of customer satisfaction. While it is difficult to correlate program costs to the level of customer satisfaction, North Dakota's high satisfaction score of 82.7 (out of 100) indicates program participants are satisfied with the results of their personal investment in the WIA Programs. This improvement reflects a 3.5 percent increase in the participant customer satisfaction actual performance level from PY 2000. The actual performance level for the employer customer satisfaction rate in PY 2001 was 78.9. This improvement reflects a 2.6 percent increase from the PY 2000 employer satisfaction rate.

Analysis of WIA performance measures is the primary method of program evaluation used this program year. North Dakota exceeded or met the negotiated levels of performance in fifteen of the seventeen measures, an improvement from the eleven of seventeen measures attained in PY 2000. Of the remaining two measures, North Dakota was within 98.2 percent or more of the negotiated level. Table O contains information on the negotiated and actual performance levels.

The following two performance measures were not met at one hundred percent of the negotiated level:

Dislocated Worker

- Entered Employment Rate
- Employment Retention Rate

In both instances, the PY 2001 actual performance was improved from the actual performance in PY 2000.

Out-of-state employment wage records are not included in the North Dakota Wage Record system. Results for the Dislocated Worker Employment and Retention measures could be improved with access to the national wage record system, Wage Record Interchange System (WRIS). This system allows participating states access to the unemployment wage records of other participating states. North Dakota did not participate in WRIS this program year. WRIS could provide the wage data to increase these measures in future years.

The Success of Workforce Investment Act Involvement

While data analysis provides a formal method for evaluating the effectiveness of a program, the Workforce Investment Act has impacted the lives of One-Stop Career Center customers. Here are just a few examples of the benefits of WIA involvement.

Adult

A refugee from Somalia, a single mother of three children, received services through the Job Opportunities and Basic Skills (JOBS), Welfare to Work (WtW), and Workforce Investment Act (WIA) Programs. She received assistance with daycare,

transportation, job development, budgeting, and learning English as a second language. The Workforce Investment Act provided funding for On-the-Job Training at a local college.

She is now working full time at a college as a custodian. She receives benefits and earns \$8.50 an hour. After working at the college for six years, her children will be able to attend classes at a reduced tuition rate. She has been employed at the college for approximately one year.

Dislocated Worker

A single, fifty-five year old, licensed social worker was dislocated from her position when her work site closed due to loss of a contract. The individual had been taking medication for depression and could not afford to continue to purchase the medication while receiving Unemployment Insurance payments. This significantly impacted her motivation for job search activities. At the time she was laid off, there were no positions available locally.

One-Stop Career Center services provided to her included referral to the Department of Vocational Rehabilitation and to the First District Health Unit for assistance with medications. Workforce Investment Act (WIA) Dislocated Worker Program funds provided the following:

- Financial assistance with meals, fuel, and lodging for out of area interviews;
- Workshop that provided Continuing Education Units;
- Licensed Social Worker (LSW) renewal fees to maintain licensure and employability in North Dakota;
- Computer skill upgrades (Access, Excel, Internet);
- Car repair financial assistance for out of the area job and local interviews; and
- "Starter" set of work clothes upon official offer of a position due to the increased professional/public contact she would have in her new job.

Through receiving assistance for medications, upgrading skills, license fees, etc., the One-Stop Career Center system provided assistance in finding employment.

Youth

This is the story of how several community partners in North Dakota were working with one young man to help him reach his goals. In January 2002, the North Dakota Youth Correctional Center (NDYCC) referred a youth participant to Job Service North Dakota for consideration for the WIA Youth Program. The assessment revealed that since he had several barriers to overcome (lack of work history, offender, substance abuse, and disability) he was eligible for the program. He was contemplating a career as an auto mechanic, so was placed on work experience at NDYCC's auto shop as a mechanic assistant. This opportunity introduced the actual working conditions for the occupation and allowed for the teaching of skills such as changing oil, disassembling and reassembling small engines, maintaining inventory, detailing, and maintaining a clean work area. He also began learning positive employability skills such as following

directions and getting to work on time. He successfully completed about one hundred hours of work experience by the time he was released in March.

The participant was then moved to a youth transitional housing environment provided by a community-based organization in Bismarck. While there, he received instruction on independent living and employability requirements. He also received support from additional community-based and faith-based organizations. He was placed in work experience at a local gas station/service garage learning additional mechanic-related skills. This activity provided a chance to continue building on-the-job and employability skills.

Due to the success of the work experience through the WIA Youth Program this participant was offered a permanent position. Because of this, he plans to attend college and take an auto mechanic course. He'll be able to work around his school schedule. Job Service North Dakota and the community-based organization will help with college funding and other special financial needs that may arise.

Reporting and Performance Measure Tables

Table A – Workforce Investment Act Customer Satisfaction Results

Exit Period Covered by Measures—July 2001 through June 2002

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level — American Customer Satisfaction Index	Number of Customers Surveyed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	65	82.7	673	952	951	70.8%
Employers	63	78.9	726	6,944	864	84%

Table B - Adult Program Results At-A-Glance

Exit Period Covered by Measures—October 2000 through September 2001

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	71%	70.9%	202
			285
Employment Retention Rate*	82%	83.8%	166
			198
Earnings Change in Six Months*	\$2,788	\$2,846	\$529,397
			186
Employment and Credential Rate	46%	47.8%	85
			178

*Exit period covered—October 2000 through June 2001. Complete Unemployment Insurance wage records were not available for the fourth quarter exiters (July 2001 – September 2001). That information will not be available until after December 31, 2002.

Table C – Outcomes for Adult Special Populations
Exit Period Covered by Measures—October 2000 through September 2001

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services ¹		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	76.3%	29	69.2%	18	65.0%	39	63.6%	7
		38		26		60		11
Employment Retention Rate*	95.2%	20	72.7%	16	78.8%	26	71.4%	5
		21		22		33		7
Earnings Change in Six Months*	\$3,565	\$60,602	\$4,535	\$95,236	\$948	\$31,273	\$3,469	\$24,285
		17		21		33		7
Employment and Credential Rate	85.0%	17	56.3%	9	31.4%	11	33.3%	2
		20		16		35		6

*Exit period covered—October 2000 through June 2001. Complete Unemployment Insurance wage records were not available for the fourth quarter exiters (July 2001 – September 2001). That information will not be available until after December 31, 2002.

¹Public assistance is determined at the time of registration and is not updated during enrollment.

Table D – Other Outcome Information for the Adult Program
Exit Period Covered by Measures—October 2000 through September 2001

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services ¹	
Entered Employment Rate	68.2%	75	72.6%	127
		110		175
Employment Retention Rate*	85.2%	69	82.9%	97
		81		117
Earnings Change in Six Months*	\$3,743	\$262,002	\$2,305	\$267,395
		70		116
Employment and Credential Rate	47.8%	85	N/A	0
		178		0

*Exit period covered—October 2000 through June 2001. Complete Unemployment Insurance wage records were not available for the fourth quarter exiters (July 2001 – September 2001). That information will not be available until after December 31, 2002.

¹The Employment and Credential Rate is not applicable to those participants that received only core and intensive services.

Table E – Dislocated Worker Program Results At-A-Glance

Exit Period Covered by Measures—October 2000 through September 2001

	Negotiated Performance Level	Actual Performance Level	
		Percentage	Count
Entered Employment Rate	78%	77.3%	136
			176
Employment Retention Rate*	89%	87.4%	76
			87
Earnings Change in Six Months*	93%	113.4%	\$459,403
			\$405,145
Employment and Credential Rate	47%	52.7%	68
			129

Table F – Outcomes for Dislocated Worker Special Populations

Exit Period Covered by Measures—October 2000 through September 2001

Reported Information	Veterans		Individuals With Disabilities		Older Individuals ¹		Displaced Homemakers ²	
	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count
Entered Employment Rate	72.2%	13	73.9%	17	66.7%	8	N/A	0
		18		23		12		0
Employment Retention Rate*	88.9%	8	84.6%	11	0.0%	0	N/A	0
		9		13		0		0
Earnings Replacement Rate*	79.6%	\$81,809	136.5%	\$111,049	37.1%	\$11,443	N/A	0
		\$102,781		\$81,358		\$30,860		0
Employment and Credential Rate	63.6%	7	43.8%	7	28.6%	2	N/A	0
		11		16		7		0

*Exit period covered—October 2000 through June 2001. Complete Unemployment Insurance wage records were not available for the fourth quarter exiters (July 2001 – September 2001). That information will not be available until after December 31, 2002.

¹ The Employment Retention Rate for Older Individuals was too small to report.

² The number of Displaced Homemakers was too small to report.

Table G – Other Outcome Information for the Dislocated Worker Program

Exit Period Covered by Measures—October 2000 through September 2001

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services ¹	
Entered Employment Rate	74.8%	89	82.5%	47
		119		57
Employment Retention Rate*	88.5%	54	84.6%	22
		61		26
Earnings Replacement Rate*	151.5%	\$290,468	79.2%	\$168,935
		\$191,766		\$213,378
Employment and Credential Rate	52.7%	68	N/A	N/A
		129		N/A

*Exit period covered—October 2000 through June 2001. Complete Unemployment Insurance wage records were not available for the fourth quarter exiters (July 2001 – September 2001). That information will not be available until after December 31, 2002.

¹The Employment and Credential Rate is not applicable to those participants that received only core and intensive services.

Table H – Older Youth Results At-A-Glance

Exit Period Covered by Measures—October 2000 through September 2001

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	61%	70%	28
			40
Employment Retention Rate*	77%	83.9%	26
			31
Earnings Change in Six Months*	\$3,288	\$3,834	\$92,021
			24
Credential Rate	37%	43.8%	28
			64

Table I – Outcomes for Older Youth Special Populations

Exit Period Covered by Measures—October 2000 through September 2001

Reported Information	Public Assistance Recipients ¹		Veterans ²		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	71.4%	5	N/A	0	68.8%	11	65.8%	25
		7		0		16		38
Employment Retention Rate*	N/A	0	N/A	0	81.8%	9	80.0%	24
		0		0		11		30
Earnings Change in Six Months*	N/A	0	N/A	0	\$4,306	\$38,757	\$4,642	\$97,476
		0		0		9		21
Credential Rate	50.0%	5	N/A	0	33.3%	9	43.5%	27
		10		0		27		62

*Exit period covered—October 2000 through June 2001. Complete Unemployment Insurance wage records were not available for the fourth quarter exiters (July 2001 – September 2001). That information will not be available until after December 31, 2002.

¹The number of Public Assistance Recipients in the Employment Retention Rate and Earnings Change was too small to report.

²The number of Veteran outcomes in the Older Youth Population was too small to report.

Table J – Younger Results At-A-Glance

Exit Period Covered by Measures—July 2001 through June 2002

	Negotiated Performance Level	Actual Performance Level	
		Percentage	Count
Skills Attainment Rate	67%	66.9%	410
			613
Diploma or Equivalent Attainment Rate	56%	64.6%	73
			113
Retention Rate*	73%	74.2%	46
			62

Table K – Outcomes for Younger Special Populations

Exit Period Covered by Measures—July 2001 through June 2002

Reported Information	Public Assistance Recipients ¹		Individuals With Disabilities		Out-of-School Youth	
	Percentage	Count	Percentage	Count	Percentage	Count
Skills Attainment Rate	50.0%	27	68.1%	211	64.1%	50
		54		310		78
Diploma or Equivalent Attainment Rate	60.0%	6	64.3%	27	36.0%	9
		10		42		25
Retention Rate*	57.1%	4	77.3%	17	80.0%	24
		7		22		30

*Exit period covered—October 2000 through June 2001. Complete Unemployment Insurance wage records were not available for the fourth quarter exiters (July 2001 – September 2001). That information will not be available until after December 31, 2002.

¹Public assistance is determined at the time of registration and is not updated during enrollment.

Table L - Other Reported Information

Exit Period Covered by Measures—October 2000 through September 2001

	12 Month Employment Retention Rate		12 Month Earnings Change (Adults & Older Youth) or 12 Month Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment ¹		Wages at Entry into Employment for Those Individuals Who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
	%	Count	\$	\$	%	Count	\$	\$	%	Count
Adults	75.2%	188	\$2,467	\$419,471	5.4%	9	\$3,468	\$686,589	43.6%	137
		250		170		168		198		314
Dislocated Workers	84.0%	204	94.0%	980,745	2.0%	1	\$5,442	\$636,672	55.8%	82
		243		1,043,423		51		117		147
Older Youth	91.2%	31	\$2,960	\$56,239	5.0%	1	\$2,400	\$64,804		
		34		19		20		27		

Table M - Participation Levels

Exit Period Covered by Measures—July 2001 through June 2002

	Total Participants Served	Total Exiters
Adults	1,183	586
Dislocated Workers	571	261
Older Youth	224	65
Younger Youth	892	218

¹These results are based upon females in nontraditional employment. Males in nontraditional employment are not tracked.

Table N - Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$ 2,025,844
Local Dislocated Workers		803,629
Local Youth		2,440,682
Rapid Response (up to 25%) §134 (a) (2) (A)		115,630
Statewide Required and Allowable Activities¹ (up to 15%) §134 (a) (2) (B)		870,754
Statewide Allowable Activities §134 (a) (3)		
Total of All Federal Spending Listed Above		\$ 6,256,539

¹Includes expenditures for required and allowable activities. North Dakota does not account separately for individual statewide activities. It is estimated that less than ten percent of the total expended funds were spent on any one statewide allowable activity.

Table O - Local Performance
(Include This Chart for Each Local Area in the State)

Local Area Name <u>State of North Dakota</u>	Total Participants Served	Adults	1,183
		Dislocated Workers	571
		Older Youth	224
		Younger Youth	892
ETA Assigned # <u>38005</u>	Total Exiters	Adults	586
		Dislocated Workers	261
		Older Youth	65
		Younger Youth	218
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65%	82.7%
	Employers	63%	78.9%
Entered Employment Rate	Adults	71%	70.9%
	Dislocated Workers	78%	77.3%
	Older Youth	61%	70%
Retention Rate*	Adults	82%	83.8%
	Dislocated Workers	89%	87.4%
	Older Youth	77%	83.9%
	Younger Youth	73%	74.2%
Earnings Change/Earnings Replacement in Six Months*	Adults	\$2,788	\$2,846
	Dislocated Workers	93%	113.4%
	Older Youth	\$3,288	\$3,834
Credential/Diploma Rate	Adults	46%	47.8%
	Dislocated Workers	47%	52.7%
	Older Youth	37%	43.8%
	Younger Youth	56%	64.6%
Skill Attainment Rate	Younger Youth	67%	66.9%
Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance"))		N/A	N/A
Overall Status of Local Performance	Not Met ¹	Met	Exceeded
	2	2	13

*Exit period covered—October 2000 through June 2001. Complete Unemployment Insurance wage records were not available for the fourth quarter exiters (July 2001 – September 2001). That information will not be available until after December 31, 2002.

¹North Dakota did not meet all of the negotiated performance levels. However, in those cases where the measure was not met, the actual performance was within 98.2 percent of the negotiated measure. North Dakota achieved more than a 100 percent average for adults, dislocated workers, youth (younger and older), and for customer satisfaction.

**Job Service North Dakota is an equal opportunity employer/program provider.
Auxiliary aids and services are available upon request to individuals with disabilities.**

WIA Annual Report Data

State Name: ND

Program Year: 2001

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	65	82.6	729	1,040	1,040	70.1
Employers	63	78.9	726	6,944	864	84

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	71	70.9	202
			285
Employment Retention Rate	82	83.8	166
			198
Earnings Change in Six Month	2,788	2,846	529,397
			186
Employment and Credential Rate	46	48.1	87
			181

Table C: Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	76.3	29	69.2	18	65	39	63.6	7
		38		26		60		11
Employment Retention Rate	95.2	20	72.7	16	78.8	26	71.4	5
		21		22		33		7
Earnings Change in Six Months	3,565	60,602	4,535	95,236	948	31,273	3,469	24,285
		17		21		33		7
Employment and Credential Rate	85	17	56.3	9	31.4	11	33.3	2
		20		31		35		6

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	68.2	75	72.6	127
		110		175
Employment Retention Rate	84.7	72	83.2	94
		85		113
Earnings Change in Six Months	3,840	284,186	2,189	245,211
		74		112

Table E: Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	78	77.3	136
			176
Employment Retention Rate	89	85.4	76
			89
Earnings Replacement in Six Months	93	114.3	476,738
			417,113
Employment and Credential Rate	47	58.2	71
			122

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	72.2	13	73.9	17	66.7	8	0	0
		18		23		12		1
Employment Retention Rate	88.9	8	84.6	11	0	0	0	0
		9		13		1		1
Earnings Replacement Rate	79.6	81,809	136.5	111,049	37.1	11,443	0	0
		102,781		81,358		30,860		1
Employment And Credential Rate	63.6	7	43.8	7	28.6	2	0	0
		11		16		7		1

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	75.4	92	81.5
122			54	
Employment Retention Rate	86.2	56	83.3	20
		65		24
Earnings Replacement Rate	148.1	317,857	78.5	158,881
		214,687		202,426

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	61
Employment Retention Rate	77	84.4	40
			27
Earnings Change in Six Months	3,288	3,834	32
			92,021
Credential Rate	37	46.5	24
			33
			71

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	71.4	5	0	0	68.8	11	65.8
	7		1		16		38	
Employment Retention Rate	0	0	0	0	81.8	9	80	24
		1		1		11		30
Earnings Change in Six Months	0	0	0	0	4,306	38,757	4,642	97,476
		1		1		9		21
Credential Rate	50	5	0	0	33.3	9	43.5	27
		10		1		27		62

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	67
			613
Diploma or Equivalent Attainment Rate	56	64.9	74
			114
Retention Rate	73	74.2	46
			62

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	50	27	68.1	211	64.1	50
		54		310		78
Diploma or Equivalent Attainment Rate	60	6	64.3	27	36	9
		10		42		25
Retention Rate	57.1	4	77.3	17	80	24
		7		22		30

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	75.2	188	2,467	419,471	5.4	9	3,468	686,589	43.6	137
		250		170		168		198		314
Dislocated Workers	84	204	94	980,745	2	1	5,442	636,672	55.8	82
		243		1,043,423		51		117		147
Older Youth	91.2	31	2,960	56,239	5	1	2,400	64,804		
		34		19		20		27		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	1,183	586
Dislocated Workers	571	261
Older Youth	224	65
Younger Youth	892	218

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$2,025,844.00
Local Dislocated Workers		\$803,629.00
Local Youth		\$2,440,682.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$115,630.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$890,754.00
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
Total of All Federal Spending Listed Above		\$6,276,539.00

WIA Annual Report Data

State Name: ND

Program Year: 2001

Table O: Summary of Participants

Local Area Name: North Dakota Workforce Development Division	Total Participants Served	Adults	1,183
		Dislocated Workers	571
		Older Youth	224
		Younger Youth	892
	Total Exiters	Adults	586
		Dislocated Workers	261
		Older Youth	65
		Younger Youth	218

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	65	82.6	
	Employers	63	78.9	
Entered Employment Rate	Adults	71	70.9	
	Dislocated Workers	78	77.3	
	Older Youth	61	70	
Retention Rate	Adults	82	83.8	
	Dislocated Workers	89	85.4	
	Older Youth	77	84.4	
	Younger Youth	73	74.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,788	2,846	
	Dislocated Workers	93	114.3	
	Older Youth (\$)	3,288	3,834	
Credential / Diploma Rate	Adults	46	48.1	
	Dislocated Workers	47	58.2	
	Older Youth	37	46.5	
	Younger Youth	56	64.9	
Skill Attainment Rate	Younger Youth	67	66.9	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	2	13